

Easterling, Deborah

230308

From: Easterling, Deborah
Sent: Thursday, June 09, 2011 2:15 PM
To: 'Trish Rooney'
Subject: RE: Water Quality - Chapin, SC

Dear Ms. Rooney,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2011-47-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Assistant

RECEIVED

FSC GC
MAIL / DMS

From: Trish Rooney [<mailto:trishrooney@bellsouth.net>]
Sent: Thursday, June 09, 2011 12:26 PM
To: Contact
Subject: Water Quality - Chapin, SC

To Whom It May Concern:

We have been living in the Forty Love neighborhood for eight years. I first noticed the brown water on Thanksgiving day in November, 2003. I remember calling Carolina Water and telling them what was happening and the man I spoke with told me someone would be out the next day. I never heard any more and no one ever came to my home. The problem stopped and I just took it as one of those unexplainable situations. Since that time I have experienced problems on and off. It seems to be getting progressively worse. Please read *some* of my concerns below:

- Every area in my home connected to plumbing (sinks, bathtub, showerheads, commodes, water dispenser on refrigerator, etc.) has a buildup. Trying to clean it has cause the "finish" to be ruined. We are in the process of replacing the plumbing fixtures in the bathrooms. I have lived in several different states and I have never seen this before. My fixtures in one of my previous homes were the original fixtures and they were never replaced nor did they need replacing and my home was older than my current home.
- The water has a strong chemical odor at times. I had family visiting from out-of-state and they were concerned that we were drinking water from the tap. I now have bottled water delivered to my home – we do NOT drink from the tap. I am not sure what the long term affects would be on my families' health. My daughter had kidney stones and the doctor expressed concern that she had this condition at such a young age. We are not sure if this is tied into the water situation, but I did not want to take any chances.

I understand that Carolina Water would like to increase their rates, but would someone please explain how this can be when our concerns over the years have not been addressed.

Thank you for your time. Awaiting your reply, I remain

Sincerely,
Patricia Rooney
803-749-1510